

ATT Wireless service is too limited and their customer service is beyon help. I have been trying for two months to cancel and return my phone for credit and they have done nothing at all to help me. I have sepnt over 10 hours just hte last few weeks trying to get them to send me a self-addressed label with which to return the phone in. They have had over two months to do so and they simply cannot get the envleope to me. Meanwhile, they are billing me for a phone I never used, never inted to use and can't use because they didn't send me all of the parts! Their customer service people have lied to me, patronized me, made empty promises, hung up on me, tried to upsell me and nothing, not one thing has come out of any of this. I have spent many evenings from the time I get home from work to actually after my children are in bed on the phone trying to get this resolved. I have gone into their sales stores three times and again, nothing. No one is empowered to take the phone back, credit my account or make any decisions from what I have seen. Please help me with this. They are terrible. I have stuck with this bill, this phone and no one will assist me.

Thank you,
Rhonda Lewandowski